



## OFFICIAL RESPONSES TO VENDOR QUESTIONS RFI-2020-DBH-01-MOBIL

No.	Question	Answer
1.	<b>General</b> Is the Department seeking one (1) organization to provide all of the services described in the RFI? What if an organization can only provide one (1) or some of the crisis response services?	The Department is seeking information on crisis response service models that would be successful in NH. Information submitted may include a variety of new ideas and service models. Information may also include centralized organization with a network of organizations. The model must provide or support integrated crises response services for children, and adults experiencing a behavioral health crisis.
2.	<b>General</b> How do secondary referral sources fit into the overall plan?	Secondary referral sources may fit in to the RFI as a response to Q2 and can be included as part of the lessons learned and considerations needed to support an integrated statewide crisis response system
3.	<b>General</b> Will the Department of Health & Human Services involve the Department of Insurance so private insurance is utilized to pay for some of the services being provided to allow for federal funding to be used to further continue the service?	The Department welcomes any information regarding sustainability plans that should be considered as part of a statewide solution, which should be addressed in response to Q17.
4.	<b>General</b> Does the Department anticipate releasing any statistical or other data specific to New Hampshire to support respondents submissions?	The Department publishes quarterly data reports that include information about New Hampshire Hospital and other Designated Receiving Facilities census and discharge data as well as mobile crisis response data. The latest report can be found online at <a href="https://www.dhhs.nh.gov/dcbcs/bbh/settlement.htm">https://www.dhhs.nh.gov/dcbcs/bbh/settlement.htm</a> . Valuable data and feedback from stakeholders as well as information



## New Hampshire Department of Health and Human Services Statewide Mobile Crisis Response Teams

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		contained in the system evaluation report can be found online in the Human Services Research Institute (HSRI) Final Report at: <a href="https://www.dhhs.nh.gov/dcbcs/bbh/documents/nh-final-report-12222017.pdf">https://www.dhhs.nh.gov/dcbcs/bbh/documents/nh-final-report-12222017.pdf</a>
5.	<b>General</b> What is the thought process that has brought the Department to request information from vendors?	RFIs allow the State to receive feedback from organizations and citizens that have direct knowledge and/or experience with the target populations. This allows the Department to develop proper procurements that correctly reflect the needs of the target population, statewide.  RFIs also allow for cross vendor collaboration as well as discussions between the State and stakeholders regarding how to proceed.  Responses may address specific regions to which they have the most knowledge and collaborate with other organizations to submit a more robust and universal set of responses.
6.	<b>General</b> What is the amount of funding that the State is looking to dedicate to Mobile Crisis in the future?	Responders are welcome to submit any information they may have concerning the amount of funding they believe would be needed to address Mobile Crisis as a response to Q16.
7.	<b>General</b> Is the Department considering feedback from law enforcement on how to improve Mobile Crisis services in New Hampshire?	The Department discussed the different partnerships that currently exist with the three mobile crisis teams and law enforcement in the established regions of Concord, Manchester and Nashua. Law enforcement agencies are welcome to submit responses to the questions for further ideas on system gaps, collaboration and cross training.
8.	<b>General</b> Are there any states nationwide that utilize a model that the Department believes is	The Department has requested and received information nationally from eleven (11) states, including New Jersey, Georgia, Tennessee, Virginia, and Delaware regarding how their statewide mobile crisis teams are structured and funded. It is unclear if any of those models



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	beneficial and could be adopted in NH?	would successfully translate to and be implemented in New Hampshire. Therefore, the Department is soliciting additional input and information about model(s) that could be implemented successfully in NH.
9.	<b>Section 5, RFI Purpose and Questions, Subsection 5.2 RFI Questions, Q16</b> Please define the term “Estimated Costs.” Is the Department seeking information relative to the cost to the Department or to the provider? Is the Department looking for an estimate of the cost to stand up and administer these services or looking for the total costs of services including estimates of medical claims costs incurred as well?	<p>The Department is seeking to determine the cost to the provider to staff and operate a fully integrated behavioral health crisis response system.</p> <p>The cost should be comprehensive of the scope of services expected and allowable within a behavioral health crisis response team(s). It is not expected that teams provide physical/medical services.</p> <p>Q17 requests information about funding models inclusive of claims processing</p>
10.	<b>Section 5, RFI Purpose and Questions, Subsection 5.2, RFI Questions, Paragraph 5.2.1, and Section 7, RFI Response Submission Outline and Requirements; Subsection 7.1, Overview, Paragraph 7.1.3</b> Please confirm whether respondents must respond to all questions in Section 5.2 RFI Questions.	<p>Respondents may respond to some or all questions.</p> <p>However, the more information provided, the more informed the Department will be on how to proceed.</p>
11.	<b>Section 6, Notices, Subsection 6.2, RFI Timetable</b> Would there be consideration and flexibility to extend the January 6th RFI Submissions due date?	An extension is not being considered at this time.



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12.	<b>Section 7, RFI Response Submission Outline and Requirements; Subsection 7.2, Presentation of Submission; Paragraph 7.2.3.</b> Are tables exempt from the font size requirement?	Size 10 point font or larger for tables is acceptable.